



City of Irving Job Description

Housing Advocate

FLSA Status:	EXEMPT	Job Department:	Planning & Community Development
Job Code:	23291	Reports To (Job Title):	Projects Administrator

PURPOSE

Provides a wide range of complex housing relocation and stabilization services aimed at reducing homelessness, through interpretation of regulations set forth by the U.S. Department of Housing and Urban Development (HUD) for a variety of programs, to determine best service plans for clients and to maximize client self-sufficiency. Responsible for the coordination, analysis, and completion of the information entered into the HUD Homeless Management Information System (HMIS) for reporting, regional coordination of homeless assistance, service prioritization, and client case management information. This position is responsible for at least monthly contact with clients; performing financial counseling duties; making appropriate referrals for supportive services; financial coaching; liaison with landlords, local social services coalitions, Irving ISD, and regional planning agency; and providing input on policies, procedures, goals, and client requirements.

ESSENTIAL DUTIES AND RESPONSIBILITIES

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily.*

- Determine client eligibility for services in accordance with HUD regulations and guidance and in concert with program policies. This includes evaluation of income, client ability to self-sustain, program funding availability, and other prioritization factors as determined in client interactions and program intake.
- Assist program participants in locating suitable rental housing including making referrals, providing client guidance, and determining optimal apartment characteristics (size, cost, etc.); provide mediation and advocacy with landlords on clients' behalf to develop workable plans to obtain and maintain housing, including ensuring client approval, understanding by all parties of assistance amounts and periods of assistance, and successful unit inspection.
- Manage client caseload including service planning, documentation of progress, assistance in securing mainstream benefits, and service coordination; provide documentation and outcome evaluation in the areas of housing, case management participation, client savings, job attainment and retention, goal setting and client progress, program exit, billing, and other related client interactions; maintain comprehensive, compliant, secure, and consistent client-level files.
- Report on program performance and status to department leadership and the Housing and Human Services Board.
- Engage local apartment complexes, persuading them to participate in programs that require compliance with external regulations, and, on occasion, negotiating discounts and repayment plans on behalf of clients who are unable to self-advocate.
- Ensure timely, ongoing, and complete reporting into the Homeless Management Information System (HMIS) for use in program evaluation, client prioritization, participation in regional coordinated client access, and maintenance of client-level information and updates.

- Engage with the Dallas Area/Irving Continuum of Care efforts, including attendance at general assembly meetings, providing substantive interaction in round table/best practice discussions, collaboration through committee membership where applicable, and participation in ongoing training and technical assistance.

OTHER DUTIES AND RESPONSIBILITIES

- As assigned

SUPERVISORY RESPONSIBILITIES

Supervisory responsibility is not a regular part of the position.

FINANCIAL / BUDGETARY RESPONSIBILITY

Generate, process, track, and ensure financial compliance for approximately \$100,000 in Emergency Solutions Grant monthly rent payments. Program budget to actual expenditure monitoring

QUALIFICATIONS:

The requirements listed below are representative of the knowledge, skill, and/or ability required.*

EDUCATION

- Bachelor degree in social work, counseling, psychology, or related field required.
- Master's degree preferred.

EXPERIENCE

- At least three (3) years case management experience working with low income and/or homeless households.

CERTIFICATES, LICENSES, REGISTRATIONS

- Appropriate, valid, state-issued driver's license may be required.
- HMIS, or ability to obtain within 6 months
- HUD financial counseling preferred

KNOWLEDGE OF

- Causes of homelessness and methods of developing comprehensive, individualized, client-driven housing and service case plans with both short-term and long-term goals identified; ability to evaluate client progress toward goals and to adjust case plans as needed
- Available community resources and mainstream benefits
- Residential lease contracts and ledgers; ability to educate clients on rights and responsibilities

- Cultural and socio-economic characteristics of populations served and associated sensitivity to the needs of high risk populations such as the mentally ill, victims of domestic violence, disabled persons, substance abusers, etc.
- HUD regulations and guidance, specifically related to the provision of HUD-funded homelessness assistance and eligibility documentation
- Counseling and interpersonal communication methods

SKILLS AND ABILITIES IN

- **Networking and Cooperation:** Creating and maintaining consistent communication channels, both written and verbal, between several parties (i.e. tenants, landlords, referral resources, collaborating agencies, etc.).
- **Informing:** Providing information and referral assistance regarding available support from appropriate social service agencies and/or community programs
- **Organizational Strategies:** Tracking multiple variables by sorting, grouping, and calendaring, to a strong degree.
- **Time management:** Managing time wisely to complete assignments on time.
- **Complex Problem Solving:** Identifying problems and reviewing related information to develop and evaluate options and implement solutions.
- **Judgment and Decision Making:** Weighing the relative costs / benefits of a potential action.
- **Persuasion & Conflict Resolution:** Convincing others to approach things differently; resolving conflict, particularly in crisis situations.
- **Quality Assurance / Recordkeeping:** Ensuring data quality, accuracy of client files and records, completion of necessary documentation and other compliance and reporting methods.

GUIDANCE RECEIVED

Direction and Varied Methods

Typically receives general direction about assignments and work results to be attained. Requires judgment to determine which methods apply and what data/information should be considered.

Position must think through how issues can be addressed within existing policies and procedures and may assist others with more complex work methods and problems.

OUTSIDE CONTACTS

Daily contacts with the public and/or other local and area organizations as well as various city departments. Interaction may require obtaining cooperation of people, courtesy and tact when dealing with moderately difficult or sensitive issues.

EQUIPMENT AND PROPERTY

Office machinery: computer, phone, Xerox machine; Office software: Windows Office suite

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.*

The employee is regularly required to listen, see, site and/or talk. Frequently, s/he is required to walk, stand, and/or drive a vehicle.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job.*

The work environment is general office setting and the noise level in the work environment is usually moderate.

* Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Note: A class specification is a general listing of duties, responsibilities, knowledge, skills, and abilities required of an incumbent assigned to a particular class of work. There may be one or multiple positions assigned to a single classification; therefore, the class specification lists those work attributes that are common to every incumbent in the class.